WELCOME TO THE

ARMY BENEFIT CENTER - CIVILIAN

BRIEFING

ARMY BENEFITS CENTER - CIVILIA

"IT'S AS EASY AS ABC!"

REMINDER:

THE ONLY THING

CONSTANT

IS CHANGE

OUR VISION

PROVIDE RESPONSIVE QUALITY SERVICE THAT ENABLES ALL APPROPRIATED FUND EMPLOYEES SERVICED BY ARMY TO MANAGE THEIR BENEFITS AND ENTITLEMENTS PORTFOLIOS.

- ★Timely
- Accurate
- Efficient
- Beneficial
- Automated
- Consistent
- Modern

CONCEPT OF OPERATIONS

- ✔ **Integrated technologies**
- ✔ **Reengineered self-help system**
- ✔ **Primarily paperless operation**

WHY IS ABC-C GOOD FOR YOU AS AN EMPLOYEE ?

- ✔ Easy access
- ✔ Personal control of your benef
- ✔ 120 incoming lines
- ✔ Access to benefits counselors when needed

www.abc.army.mil

1-877-ARMY-CTR or 1-877-ARMY-TDD

HEALTH BENEFITS, LIFE INSURANCE, THRIFT SAVINGS PLAN

Today

- ✔ Visit/call the CPAC, talk to personnelist
- ✔ Complete a form
- ✔ Depend on CPAC/CPOC to process the form
- ✔ Verify the action on your Leave/Earning Statement (LES) or your copy of the

Tomorrow

- ✔ Visit the web site or call the ABC-C toll-free number
- ✔ Both systems available 21 hours a day
- ✔ Access using SSN & PIN (PIN is your 4 digit DOB MMYY, e.g. 1045, then immediately change to a 6 digit PIN of your choice

HEALTH BENEFITS, LIFE INSURANCE, THRIFT SAVINGS PLAN

Tomorrow

- ✔ **Select menu item**
- ✔ **Speak with a benefits counselor, if needed (Available 6 a.m. to 8 p.m, M-F, when fully deployed)**
- ✔ **Verify the action on your LES**
- ✔ **Effect the transaction which then automatically flows thru the personnel system overnight and then automatically flows to the payroll system without human intervention**

THRIFT SAVINGS PLAN

ABC-C

- ✔ www.abc.army.mil
  1-877-ARMY-CTR
  1-877-ARMY-TDD
- ✔ ABC-C PIN
  - ✔ Personally selected number
- ✔ Future Contributions
- ✔ Bi-weekly Payroll contributions
  - ✔ Open Season Changes
  - ✔ Cancellations

TSP THRIFTI

- ✔ 1-504-255-8777
- ✔ TSP Assigned PIN
  - ✔ Personally selected number
- ✔ Existing Account(s)
- ✔ Interfund Transfers
- ✔ Account Balances

BENEFICIARY FORMS

TODAY AND TOMORROW

- ✔ Obtain & complete form(s)
- ✔ Submit FEGLI/FERS or Unpaid Compensation to CPAC
- ✔ Retain Employee Copy
- ✔ Submit TSP to NFC
- ✔ Submit CSRS to OPM

RETIREMENT PLANNING SERVIC

Today

- ✔ Visit/Call the CPAC & speak to counselor
- ✔ Request Estimate
- ✔ Receive Estimate

sometime later

Tomorrow

- ✔ Visit www.abc.army.
  OR
- ✔ Call ABC-C toll-free number
- ✔ Select Retirement Estimate Menu
  - ✔ Precalculated
  - ✔ Real Time or "What If"
- ✔ Speak with Benefits Counselor

RETIREMENT COUNSELING & PROCESSING

Today

- ✔ Contact CPAC for counseling
- ✔ Notify supervisor of intent to retire
- ✔ Notify personnel of intent to retire at least 90 days prior to retirement date
- ✔ Face-to-face retirement counseling session-

SERVICES Tomorrow

- ✔ Contact ABC-C
- ✔ Notify supervisor of intent to retire
- ✔ Notify ABC-C of intent to retire
  - ✔ *90 days prior*
  - ✔ Phone-to-phone counseling session
- ✔ Submit retirement package

EMPLOYEE RESPONSIBILITI

- ✔ **EDUCATE YOURSELF !!!**
  - ✔ Read available literature
  - ✔ Review the information located at www.cpol.army.mil & www.ABC-C.army.m
- ✔ **Listen Carefully to the ABC-C automated system**
  - ✔ Scripting will guide you through the syste
  - ✔ Press 9 to return to the previous menu
  - ✔ Press 0 to access a benefits counselor
  - ✔ Study shows 80% of the calls can be hand by the automated system w/o counselor intervention

SYSTEMS SUMMARY

- ✔ **Automated System**
  - ✔ General & Personal Information Available
  - ✔ Automated FEHB/TSP/FEGLI Open Season Actions
  - ✔ FEHB/TSP/FEGLI Cancellations
  - ✔ Life Event Changes to FEHB & FEGLI
  - ✔ Retirement Estimates
  - ✔ New Employees Elect Benefits
  - ✔ Benefit News
  - ✔ FAXBACK Documents

- ✔ **As-Is Servicing**
  - ✔ Survivorship
  - ✔ Retirement Processing

IT'S A GREAT THING!!!

- ✔ **Systems Security is a High Priority**
- ✔ **Increase in Accuracy and Timeliness**
- ✔ **Employees Control Their Own Benefits & Entitlements**
- ✔ **Surveys and customer feedback will be CRITICAL!!!**

WE'LL LISTEN!

SUMMARY:

- ✪ It is as easy as ABC.
- ✪ It is convenient.
- It is reliable.
- It is fast.
- Help is but a phone call away.

IT'S AS EASY AS ....

A B C !

Call 1-877-ARMY-CTR
or 1-877-ARMY-TDD

or Visit www.abc.army.mil